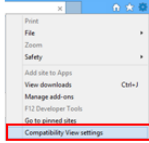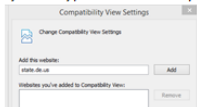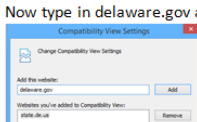**Document Direct for the Internet**
Frequently Asked Questions / Concerns
Information Current as of 04/09/2015 07:58am

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or press "refresh" on your keyboard by clicking CTRL+F5

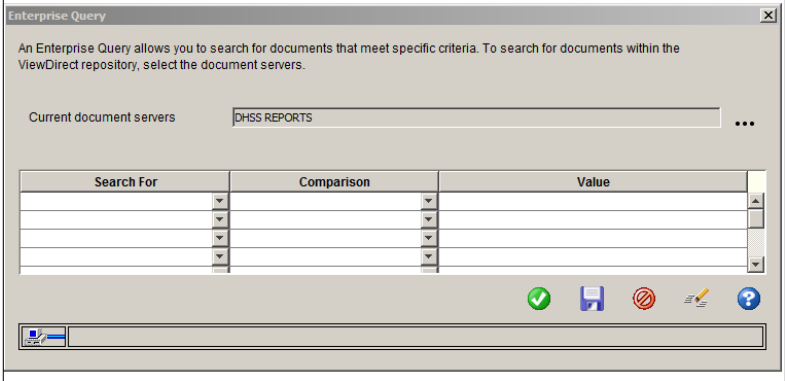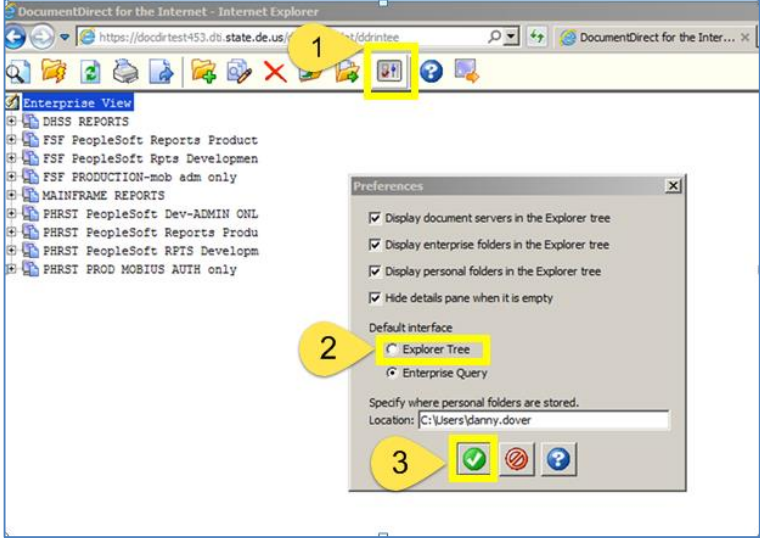| Potential Issue	Description	Potential Solution
1) Browser Upgrade - IE Compatibility Mode	New version of Document Direct will not work with IE 8. Users need to upgrade to preferably IE 11 but may also use IE 9. For instructions, to check the version of Internet Explorer: http://whatversion.net/internet-explorer Some users may experience issues accessing PHRST or FSF after the upgrade to IE 11. If PHRST or FSF users are affected by an upgrade to IE 11, compatibility view settings can be modified to include "state.de.us" and "delaware.gov".	Ensure https://docdir.dti.state.de.us Delaware.gov and state.de.us all have been added as a trusted site with Internet Explorer (IE). Instructions to update compatibility view settings. If you experience any issues accessing PHRST or FSF after your browser has been upgraded to Internet Explorer (IE) 11, please follow the steps below to update your compatibility view settings. 1. Click on the gear in the top right corner of your IE 11 window and select "Compatibility View Settings" a. b. 2. Under "Add this website:" type in state.de.us and click "Add" (*The "Add" button will be greyed out until you've typed in the value*) a. b. Now type in delaware.gov and click "Add" c. Click "Close" and you're finished.
2) Java Update – users need the latest version	User may need to install update to Java If updating Java is not possible, see the workaround (#8) below	Shut down java, update, and restart computer after install.

For further assistance, email DTI_ServiceDesk@state.de.us - who will ask for your Internet Explorer version and the version of Java running on your PC.

For instructions, to check the version of Internet Explorer: http://whatversion.net/internet-explorer
For instructions, to check the Java version: https://www.java.com/verify

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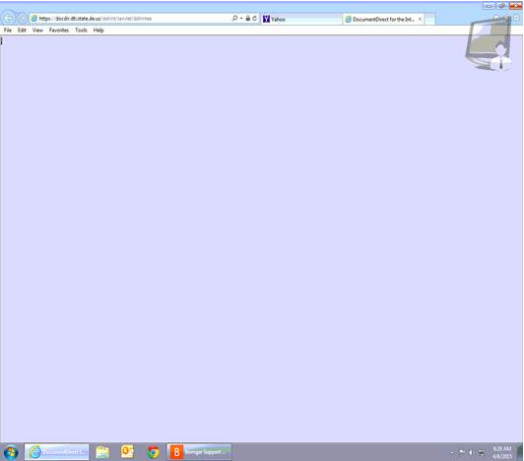| 3) IE Browser Pop-Up Window	Enterprise Query Dialog Box shows up even before logging in.	**Process to eliminate the query dialog box shown here:**
		  Step 1 – Click on the Preferences Button Step 2 – Change the Default Interface to Explorer Tree Step 3 – Confirm by Clicking Checkmark

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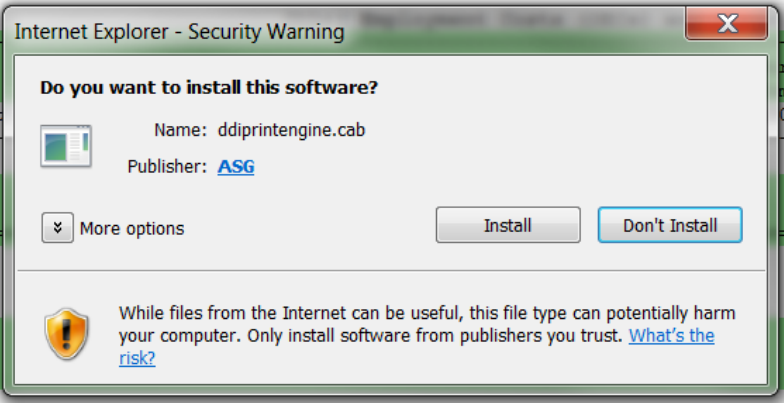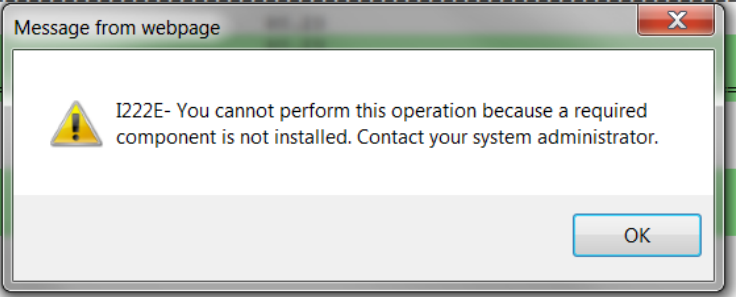| 4) Potential Issue: Grey / Blank screen upon logging into Document Direct for the Internet	Potential Solution: Complete a browser refresh (F5, Ctrl F5 or Refresh Icon). Workaround (#8) below, may also help.	Description: Users see the following... *F5 or Ctrl F5:* F5 may give you the same page even if the content is changed, because from cache. But Ctrl - F5 forces a cache refresh, and will guarantee that changed, you will get the new content. *Refresh Icon:* Additionally, may have to click thru a message regarding 'leaving' or 'staying' on the page (select 'leave'.) and do a refresh again and should come up, normally.
5) Prompt To Install .Cab File When Attempting To Print	Error/prompt to install "ddiprintengine.cab" when attempting to print from Document Direct for the Internet, as shown in the screen shot to the right	For the agencies, where DTI provides the desktop support for, we have pushed out the fix for this, to the PCs. For non-ITC agencies, the fix is to copy a current version of ddiprinengine.dll to the local PC and run the command regsvr32 (path)\ddiprintengine.dll /s in admin command prompt. We can't make a script for anyone to use because it has to be custom for their source and destination. To ensure you have the correct version, install it on one pc and get it from c:\windows\downloaded program files. The cab file extracts a dll and inf of the same name.

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If you have administrator rights to your computer, simply click "install", for this onetime install.

If you click Install, and receive this error message, this means that you do not have administrator rights on your computer, and that you will need to contact your local Technical Support Desk or personnel, to "run as administrator.   Again, this is a one time, per computer install.   We regret the inconvenience.

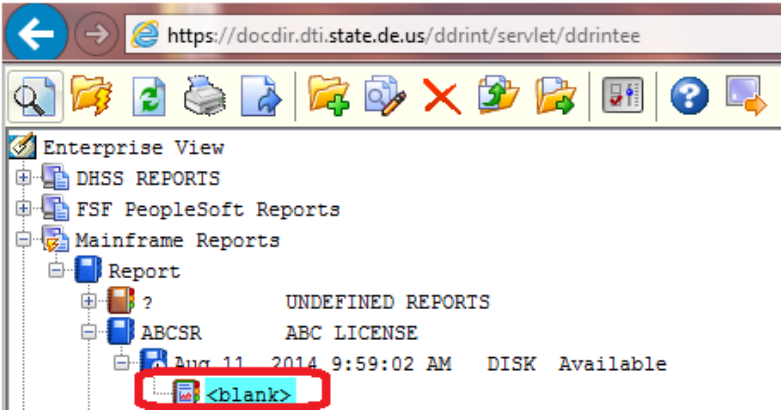|		
6) Windows 8.1		With Windows 8.1 there are 2 IE browsers. They need to be in "desktop" for Document direct to work. If they use the "Modern" app, they will see an error stating Java is needed even though they have it installed.

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7) Blank (listed next to report)		 Reports that say "Blank" (as shown above) are normal. This means the report is not sectioned (which is normal). Simply click on the report and it should display.
8) Unable to update Java – because an older version is needed for another application/ website to work	This is an opiton were computers where you are not able to upgrade the Java client on the desktop higher than 6.X	The Java applets in Document Direct for the Internet v4.6.0 won't work with Java 6.x. (Java 8.x is the current version). There's been a change in the way Oracle requires java applets to be signed, and DDRINT v4.6 uses "the new way". A possible work-around: an operational mode that does not use Java applets. Some of the advanced features of Document Direct for the Internet are not available in this mode, but browse, search, and document viewing are all supported. Upon accessing the normal Document Direct for the Internet link/url, simply remove the "ee" from the end and re-launch This will remove the Java features such as Filter by Line / Filter by fields We would be remiss if we did not remind you that Java 6 has not had public updates for quite a while now, and 6.30 (released 12/2011) isn't even the final public update. There are numerous known security vulnerabilities in the Java version you are running. These are especially dangerous if the individuals using the down-level Java versions have internet access from the same browser.

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*** END ***

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For instructions, to check the Java version: https://www.java.com/verify
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